

In the Claims

1. (Currently Amended) ~~Method~~A method of estimating call intents and recalls in a call centre, ~~characterised in that it comprises the following steps~~center comprising:

- (a) ~~[[to]]~~assessing N corresponding to ~~the~~a number of periods during which ~~the~~recall assessments are performed;
- (b) ~~[[to]]~~assessing α_i representing ~~the~~a proportion of disconnected calls that call back during ~~the~~an i^{th} period following disconnection;
- (c) ~~[[to]]~~assessing β_i representing ~~the~~a proportion of abandoned calls that call back during ~~the~~an i^{th} period following ~~the~~the abandonment;
- (d) ~~[[to]]~~assessing ~~the~~call status variables:

~~[[-]]~~ $Dec(p)$ representing the number of calls disconnected during a period p ;

~~[[-]]~~ $Abd(p)$ representing the number of calls abandoned during a period p ;

~~[[-]]~~ $Reçus(p)$ representing the number of calls received during ~~said~~the period p ;

- (e) ~~to estimate~~estimating the number of recalls, $rappels(p)$, during ~~said~~the period p , with

$$rappels(p) = \sum_{i=0}^N \alpha_i \cdot dec(p-i) + \beta_i \cdot abd(p-i), \text{ where } p-i \text{ represents the period that}$$

precedes p of i periods; and

- (f) ~~[[to]]~~assessing the number of call intents during a period p , $intentions(p) = reçus(p) - rappels(p)$.

2. (Currently Amended) ~~Method of estimating call intents and recalls in a call centre~~The method according to claim 1, ~~characterised in that the~~wherein coefficients α_i and β_i are calculated by linear regression in at least one representative sample.

3. (Currently Amended) ~~Method of estimating call intents and recalls in a call centre~~The method according to claim 1, ~~characterised in that said~~wherein estimation is performed without systematically recording ~~the~~an identifier of each call received.

4. (Currently Amended) ~~Method of estimating call intents and recalls in a call centre~~The method according to claim 1, ~~characterised in that the~~wherein capacity of ~~said~~the call centre~~center~~ is adapted according to ~~said~~the estimation.

5. (Currently Amended) ~~System~~A system for estimating call intents and recalls in a call centre~~center~~ comprising calculation equipment connected to equipment associated with ~~the~~ call-answering stations, ~~characterised in that~~wherein the calculation equipment comprises means for counting ~~the~~a number of disconnected calls *Dec*, ~~the~~a number of abandoned calls *Abd*, ~~the~~a number of received calls *Reçus* and calculation means for determining ~~the~~ coefficients α_i , β_i and *N*, as well as calculation means for determining ~~the~~ variables of the number of recalls and the number of call intents

$$rappels(p) = \sum_{i=0}^N \alpha_i \cdot dec(p-i) + \beta_i \cdot abd(p-i) \text{ and } intentions(p) = re\acute{c}us(p) - rappels(p),$$

where *N* corresponds to ~~the~~a number of periods during which ~~the~~an assessment of recalls takes place;

α_i ~~representing~~the~~represents~~ a proportion of disconnected calls that call back during ~~the~~an i^{th} period following disconnection;

β_i ~~representing~~the~~represents~~ a proportion of abandoned calls that call back during ~~the~~an i^{th} period following abandonment; and

$p-i$ represents ~~the~~a period that precedes p of i periods.

6. (Currently Amended) ~~System for estimating call intents and recalls in a call centre~~The
syste, according to claim 5, ~~characterised in that it comprises~~further comprising at least one
Automatic Call Dispatcher (ACD).